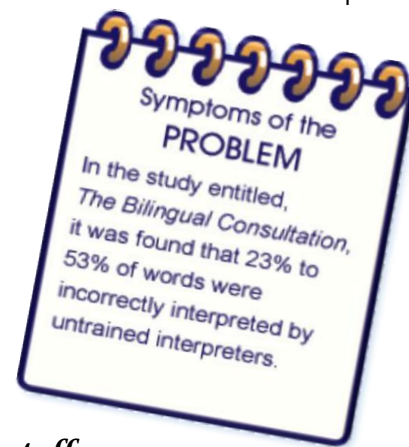


Do you use bilingual staff to help communicate with consumers who are limited English proficient?

Do you know that research shows a decreased level of communication when working with untrained interpreters?

Are you sure that those employees have the right skills and language proficiency to communicate effectively?

If you want to ensure that you are providing quality language services in your organization when you have to use bilingual staff, consider participating in the.....



Qualified Bilingual Staff Interpreter Training Program for Behavioral Health and Developmental Services

**February 27-29, 2012
9:00am-4:30pm**

**12011 Government Center Parkway, #206
Fairfax, VA 22030**

The Qualified Bilingual Staff (QBS) training program was developed by Kaiser Permanente for the purpose of increasing our capability for providing linguistically appropriate services to our Limited English Proficient (LEP) patients. The program targets our bilingual, dual role staff and trains them in proper interpreting skills during a medical encounter.

This three day training is for BILINGUAL STAFF working as informal interpreters in your organization, this is NOT a training for professional interpreters.

**\$100 for materials and lunch daily
Maximum 25 participants - register early**

Sponsored by



Qualified Bilingual Staff Training Model Frequently Asked Questions

WHAT IS THE QUALIFIED BILINGUAL STAFF (QBS) TRAINING?

The Qualified Bilingual Staff training is a component of a larger model that will help organizations enhance their ability to provide quality language services to their limited English proficient (LEP) consumers and clientele. The complete model provides internal assessments and trainings in an effort to increase the availability and use of bilingual staff already in your organization. The goal of the QBS model is to identify, qualify, educate/enhance, mobilize and monitor an internal workforce to improve health outcomes and eliminate health care disparities in your organization. This model was developed by Kaiser Permanente who have trained more than 1000 bilingual staff across the country.

The training is a twenty-four hour course recognized as a best practice by the Joint Commission, The Alliance of Community Health Plans, and the Robert Wood Johnson Foundation. The course includes a language proficiency assessment and thirteen training modules focused on topics such as quality and legal frameworks, diversity and cultural competence, effective communication strategies, modes of interpreting, standards of practice, ethical standards, managing the session, and more.

WHO SHOULD TAKE THE COURSE?

This is not a course for individuals who want to become full time or professional interpreters. It is for employees who already have another role in your organization but are pulled away from their regular duties to interpret when needed. There are several outstanding training programs for professional interpreters in Virginia. For a listing of VDH authorized providers, click [here](#).

This course is for bilingual employees who speak commonly found languages of the consumers in your area and who are expected to use their bilingual skills to interpret for other providers.

WHAT IS THE PURPOSE OF THIS TRAINING

This training is not meant to replace other language services that your organization is required to provide such as contracted interpreters, staff interpreters or telephonic interpreters. It simply seeks to address the reality that our organizations do use bilingual staff as interpreters when needed and ensure that those bilingual employees have the skills they need to interpret effectively.

WHY SHOULD WE MAKE SURE THAT OUR BILINGUAL STAFF ARE TRAINED TO WORK AS INTERPRETERS?

We all know that if there are employees who speak more than one language in an organization, they will be asked to interpret from time to time. The problem with this reality is that no one really knows the level of language proficiency that the employee may have to communicate effectively with the consumer we are serving.

Research shows that using people who have not been assessed and trained to interpret impacts the outcomes of any health encounter. Employees who know how to successfully facilitate communication between a provider and a consumer can greatly enhance the relationship necessary to do our work. Employees who don't have these skills can actually create a destructive relationship for the provider and consumer.

The QBS training will ensure that employees who are used in an interpreting encounter have sufficient proficiency in both languages to communicate with the consumer and that they use effective practices to enhance communication for the provider and the consumer.

HOW SHOULD OUR ORGANIZATION SELECT PARTICIPANTS FOR THE TRAINING?

Organizations should review the most commonly encountered languages in their organizations and identify employees that speak those languages. They should consider training the employees that are already being used for interpreting services first.

ONCE OUR ORGANIZATION HAS SELECTED PARTICIPANTS, HOW DO WE PROCEED?

You have two choices regarding how to proceed. In order to get the certificate of completion for this training, you have to complete two steps. One of them is to successfully pass a language proficiency test in the target and source languages (both English and the interpreted language). The other step is to complete the twenty-four hour classroom training. Your organization can determine whether they would like to require that staff complete the proficiency test before or after the classroom course.

There are benefits to allowing a participant to attend the class before they take the class. For example, if the student goes through the course and then does not pass the proficiency exam, they will have, at the very least, learned the standards of practice and explored the ethics in interpreting and that will be important if your organization continues to use the staff as interpreter.

Another benefit is that during the class, students will be learning additional vocabulary that they will use in health settings. The proficiency exam will cover medical terminology and it may be useful that staff are exposed to this terminology before they take the exam.

The bottom line is that no participant will get their certificate of completion and therefore be in compliance with departmental policy, unless they complete both steps.

WHAT DOES THE PROCESS FOR THE LANGUAGE ASSESSMENT ENTAIL?

The most important thing to know is that your organization can choose any reputable language testing organization to test your participants. Kaiser Permanente uses ALTA Language Services and they are familiar with the QBS program. This is just one option for you to use. ALTA has two types of language assessments for participants in the QBS training. Most of the participants will require a QBS Assessment outlined below.

Qualified Bilingual Staff (QBS) Assessment: Through conversational exercises, customer service interpretation role plays, and interpretations of medical terminology, the exam measures for fluency and for ability to interpret in non-critical medical scenarios. This test is administered via a recorded system, requiring only the telephone and a unique PIN to access, as well as an Internet connection for completing the sight translation portion. Candidates are scored on objective and subjective criteria per section, which include giving directions, giving equivalents of medical terminology, general conversation, and customer service scenarios. The scores are sent to the administrator within 2 business days for recordings received within business hours. The test length is approximately 45 minutes. The cost of the test is **\$100 per candidate**.

IS THERE A DIFFERENT ASSESSMENT FOR MEDICAL PROFESSIONALS?

If an organization uses physicians as interpreters for other providers, they may decide to send the physician to the training to teach them how to practice as an interpreter instead of the provider. In these cases, the assessment would be slightly different. The difference is outlined below.

Clinician Cultural and Linguistic Assessment (CCLA): The target test-taker population for this test is physicians. The CCLA requires the candidate to elicit symptoms, give diagnoses, report findings and prescribe treatments in Spanish. Candidates are presented with background information on the patient, and then will hear a brief monologue given by the patient. The candidate must respond in a manner that appropriate to their backgrounds, ages, registers used in order to obtain and impart medical information. This test is administered via a recorded system, requiring only the telephone and a unique PIN to access. Candidates are scored on objective and subjective criteria per section, which include giving directions, giving equivalents of medical terminology, general conversation, and customer service scenarios. Subjective scoring is also performed for diagnostic purposes, but does not contribute to the overall score. The scores are sent to the administrator within 2 business days for recordings received within business hours. The test length is approximately 40 minutes. The cost of the test is **\$100 per candidate**.

HOW DO I SET UP THE PROFICIENCY EXAM?

You have the option to take the exam prior to the course or after course. We encourage you to take it afterwards. Contact Cecily.rodriquez@dbhds.virginia.gov directly to set up the exam or for any additional questions.

WHO WILL PAY FOR THE ASSESSMENT?

Kaiser Permanente has provided a small grant to participants of this class to pay the fee for the assessment. Assessments are provided by ALTA Language Assessments. More information can be found by clicking [here](#).

WHAT IS THE COST OF THE CLASSROOM TRAINING?

The registration fee for the three day training is \$100. This charge covers the cost of materials, refreshments and working lunches.

WHO WILL PAY FOR THE TRAINING?

The organization that employs the participant is responsible for this fee.

WHAT HAPPENS IF THE EMPLOYEE DOESN'T TAKE THE ASSESSMENT TEST BEFORE THE TRAINING?

If the employee does not get a chance to take the assessment before the class, they will still be permitted to take the class. However, they will not get their certificate of completion without presenting the results of the assessment to the DBHDS Office of Cultural & Linguistic Competence.

WHAT HAPPENS IF AN EMPLOYEE DOESN'T PASS THE ASSESSMENT TEST?

If the employee does not pass the assessment, it is clear that their proficiency in either the target language or in English are not sufficient to effectively communicate as an interpreter and the quality of any given encounter cannot be assured. Your organization should not utilize that person as an interpreter until they can pass the assessment. Your organization can decide whether they would like to retest that individual and when they would like to do so.

WHAT ARE SOME OTHER FACTORS IN ESTABLISHING THE QBS MODEL?

Organizations will have to consider whether they will provide additional compensation to their staff that have successfully completed the QBS training. If the organization has a high need for QBS services, they may also want to establish a process for requesting the services of a QBS, how that the employee's duties will be covered during the time that they are interpreting, and how the organization will do quality evaluations. The Office of Cultural and Linguistic Competence is available to consult on these issues and more related to the implementation and continuing education of QBS.



Attendee Information

Complete the following information

Confirmations will be sent via email. If you do not have an email account, please be sure to include a fax number.

Name: _____

Organization: _____

Title _____

Mailing Address: _____

City, State & Zip: _____

Phone: _____ Fax: _____

Email Address: _____

Language(s) _____

Registration Fee & Payment Method

The registration fee for the **Qualified Bilingual Staff Training is \$100**. Registration must be in the form of a check, Inter-Agency Transfer, or Requisition Form. DBHDS cannot accept credit card payments. Checks should be made payable to the **Treasurer of Virginia**. Please check one of the following and remember to reference the attendee's name:

- ☐ Check enclosed (w/mailed registration form)
- ☐ Check to be mailed to DBHDS (w/emailed or faxed registrations)
- ☐ Interagency Transfer (IAT – Coding: **720 0100 499 14 1224 cost code 960**)
- ☐ Requisition Form (910 – DBHDS Central Office Employees Only)

Special Accommodations

- ☐ Please check if you would like a vegetarian option for lunch.
- ☐ Please check if you will need additional assistance – i.e. interpreters, accommodations, etc.
Please clarify the need _____

Mail Completed Registration Forms & Fee To:

Keiana D. Bobbitt, Department of Behavioral Health & Developmental Services (DBHDS)
P.O. Box 1797
Richmond, Virginia 23218-1797
Phone: (804) 786-0607
Fax: (804) 786-4146
Email: keiana.bobbitt@dbhds.virginia.gov

Space is limited to the first 25 individuals. Participants should **PRE-REGISTER** by faxing forms to 804-786-4146 or mail to the Department of Behavioral Health and Developmental Services;

Attention: Keiana Bobbitt; P.O. Box 1797; Richmond, VA 23218-1797.

Payment must be submitted by February 17, 2012